



Joint Legislative Transportation Oversight Committee
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DMV Modernization

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DMV Modernization

- **Next Generation Secure Driver License SADLS Replacement Phase 1, 2, and 3**

Comply with Federal Real ID act, implement a new more durable driver's license and improve security and credentialing of NC Driver's Licenses and ID Cards

- **DMV Office Optimization**

Review and optimize driver license office layouts and customer flow, replace current mobile units, pilot full service kiosks

- **DMV Online Renewal**

Allow eligible DMV customers to renew their driver license or ID card remotely via the internet, kiosk, tablet or mobile phone.

- **DMV Virtual Hearings**

Allow eligible DMV customers to attend DMV hearings remotely from designated sites providing convenience to customer, eliminate hearing officer travel and reduce number of no show hearings

- **SOA Center**

Establish a Service Oriented Architecture framework to standardize development and delivery of applications designed for reuse and low cost operations

- **Channel Strategy**

Workforce/Product and Service Mobility Capability – This effort will provide the framework and strategy for product and service delivery to allow customers, employees, partners and stakeholders to interact and transact with DMV at any time from a variety of different devices and/or mechanisms such as mobile phones, kiosks, the Internet, IVR system, tablets, PCs, etc.

Replacement of SADLS phases 1,2 and 3

Scope Cost Schedule



Exec Overview

- Phase 1 – Upgrade DL field offices with photo up front and new hardware
- Phase 2 – Near Real Time Facial Recognition, Disaster Recovery Capabilities
- Phase 3 – Full SADLS replacement

Financial

- Current Project Funding \$18,447,850
 - Current contract is Phase 1 and 2
 - Phase 3 if contracted is currently estimated at \$23,956,000
- Total projected Project Cost \$42,403,850

Schedule / Major Milestones (fiscal year)

- Phase 1 Pilot – 4Q15
- Full Phase 1 Implementation 1Q16
- Phase 2 – 1Q16
- Phase 3 (D360)– 4Q17

Major Issues, Risks & Reasons for Delay

- Technological platform shift
- Stakeholders acceptance
- Organizational change management/training
- Procurement
- Capacity

DMV Office Optimization Mobile Unit Replacement & Kiosk Pilot

Scope Cost Schedule



Exec Overview

- Replace end of life current mobile units with Suburban portable units/footlockers
- Pilot of full self-service kiosks
- Optimize and rebrand high volume DL branch offices for cost effectiveness, process efficiencies, customer flow/wait times and security

Schedule / Major Milestones

- DL Branch Optimization 4Q15 - **COMPLETE**
- Kiosk Pilot – 1Q15 - **COMPLETE**
- Footlocker and Portable Unit – 4Q15 – **COMPLETE**
- Phase II – 1Q16 – additional 25 DL branch offices

Financial

- ***Current budget \$4,496,000***
 - **8 Footlockers**
 - **34 Kiosks = \$2,189,985**
 - **Pilot of 8 deployed**
 - **25 site office optimization \$2,200,000 including new cubicles**
 - **Benefits** realized through reduced customer wait times and a ROM estimated examiner process savings
- * Includes \$796,000 and \$600,000 added in SB744 for mobile unit and kiosks respectively

Major Issues & Risks

- Resource Capacity

Online/Remote Renewals

Scope Cost Schedule



Exec Overview

- Provide eligible citizens the ability to renew their driver license ID card remotely via the internet, tablet or other mobile device.

Schedule / Major Milestones

- Implementation in 4Q15 – **COMPLETE**

Vendor

- None – Utilized internal resources

Financial

- **Current budget** \$487,410
- **Benefits**
 - Improved customer service
 - Reduce in-person encounters
- **No additional appropriations was required to complete this effort.**

Major Issues & Risks

Service Oriented Architecture (SOA)

Scope Cost Schedule



Exec Overview

- Implement SOA methodologies and governance to promote development standardization, reduce time to delivery and improve infrastructure/architecture reuse.

Schedule / Major Milestones

- Staff of the team – 1Q15
- Full Implementation 2Q16

Vendor

- None, Utilizing internal resources supplemented by short term staffing.

Financial

- **Current budget** \$3,022,958
- MYDMV portal was first release of SOA based application. Data modeling to National Information Exchange Model (NIEM) is standard for all future Data models.

Issues & Risks

- Staffing – Finding and keeping qualified staff as economy improves
- Training – ability to keep the lights on while training existing staff

Channel Strategy

Scope Cost Schedule



Exec Overview

- Establish the strategy under which DMV modernized applications and services will be deployed to achieve optimal customer improvements, reuse of existing infrastructure and improved efficiencies.

Schedule / Major Milestones

- Project Manager hired 4Q15
- Requirements gathering – 1Q16

Vendor

- TBD

Financial

- **Current Contract Cost** \$1, 800,000
- **Benefits:**
 - Improved mgt. decision making in placement of products and services
 - Improved product and service distribution
 - Lower channel development and product service distribution costs
 - Improved customer relationship management
 - Better understanding of channel finances and operational costs

Issues & Risks

- Staffing – finding and keeping qualified resources
- Prioritization of other efforts ahead of Channel Strategy Project

Virtual Hearings/Hearing Fee

Scope Cost Schedule



Exec Overview

- DMV Hearings are performed in person between petitioners and a Division of Motor Vehicles (DMV) Hearing Officer. Hearing Officers incur excessive travel costs when they must travel to a remote DMV Hearing location to meet in person. There are inefficiencies in the scheduling of the Hearing Officers as a result of Hearing Officers travel.

Schedule / Major Milestones

- RFP for Virtual Hearing hardware/software issuance – 2Q16
- Fee requirements identified and submitted for legislative approval with implementation date of July 1 2017 per HB97 Section 34.9.(c)

Vendor

- RFP for Virtual Hearing Fees is in the approval process and is dependent on approval of fee schedules and the corresponding design to meet the fee schedule methodology.

Financial

- Current Contract Cost \$2,077,992
- Benefits: More efficient use of Hearing officers, reduction in missed or rescheduled hearings

Issues & Risks

- Organizational change management
- Procurement –scope changed and the RFP process has been lengthy

Other DMV Initiatives and Legislative Directives

- There are several other DMV efforts within the DMV Portfolio that impact resource availability and capacity
 - Motor Vehicle Inspection and Law Enforcement System (MILES)
 - Ignition Interlock Management System
 - DMV Portal – expansion
 - Data Management and Governance – Single view of customer and data cleansing
 - IVR (Interactive Voice Response) Phase II
 - Vehicle Services Queuing
 - Stars Remittance Process
 - Stars Modernization
 - SADLS Replacement Phase 3 (D360)
 - Autocycle Definition and Regulations HB6
 - Restore Driving Privileges/Competency HB 350
 - Registration Renewal Notice/Email Ability SB 621
 - Higher Education Residency Determination SB 402
 - VINA Upgrade
 - Regulate Transportation Network Companies SB 541
 - Dealership Loaner Vehicles SB 446

Completed DMV Initiatives and Legislative Mandates

- Common Payment Services Replacement
- Implementation of FMCSA CDLIS 5.3.2 upgrade
- STARS Registration of Mopeds
- SBOE (State Board of Elections Software Upgrade)
- HB 529 NC Driver's License Restoration Act
- Single Sticker (HB 272)
- First in Freedom (SB 744)
- ACF Queuing solution
- Online Remote DL Renewals
- MyDMV
- Card payment capabilities across all of DMV
- Expunge Suspension and Revocations for High School Drivers (HB 611)
- Commercial Skills Test Information Management System (CSTIMS) Rollout
- Replacement of Common Payment Services
- DMV Interactive Voice Recognition (IVR) Phase I
- Restoration of DL (HB 529)
- HB 97 – Increase DMV Fees (COMPLETE)
 - Lites penalties processes working to complete by 7-1-16

DMV Current Projects Planned, Actuals & Committed

